

**SCHEDULING SOFTWARE AS A TOOL FOR  
MONITORING AND CONTROLLING JKR PROJECT**

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To my lovely wife, sons and daughter

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## **ABSTRACT**

Monitoring and controlling project progress is an important role of a project manager. Knowing when and how to intervene underperform project is critical to the overall health of any organization. There are problem faced by many construction player in monitoring and controlling project which lead to low quality of works. Thus in order to enhance effectiveness of monitoring and controlling project, JKR has to use planning and scheduling software and identify the importance features to be incorporated. Even though JKR has implemented scheduling software in their projects but the monitoring and controlling still far from the expectation result. The focus of this study is to investigate scheduling software as an effective tool for monitoring and controlling project at JKR and limited to Microsoft Project software. This was due to the high of percentage of user for this software as compared to other software in JKR. The scope of the study includes identifying aspects of the important features in the software planning / scheduling of projects related to monitoring and controlling in JKR. It also includes an assessment of the effectiveness of these items that are available in Microsoft Project for project monitoring and controlling, further to establish project monitoring and controlling guideline for JKR practice. Data were collected using mixed method approach including document search, interview expert-panel and questionnaire survey to evaluate current practice of management and project team. Data were analyzed using Statistical Package for Social Science (SPSS). Conclusion from this study, level of competency of user just grade “Good” and need more improvement. The finding of this study will facilitate JKR with monitoring and controlling guideline of the projects and the quality of products and services delivered to the client are perceived clients’ expectation and satisfaction.

## ABSTRAK

Pemantauan dan kawalan kemajuan projek adalah perkara yang penting dalam peranan seorang pengurus. Mengetahui bila dan bagaimana projek mengalami masalah adalah factor kritikan tentang prestasi sesebuah organisasi. Banyak masalah yang dihadapi oleh mereka yang terlibat dengan pembinaan adalah disebabkan pemantauan dan kawalan dan mengakibatkan kualiti pembinaan yang rendah. Oleh itu dalam meningkatkan keberkesanan pemantauan dan kawalan projek, JKR telah menggunakan kaedah pengurusan projek dengan penggunaan perisian pengurusan projek dan mengenalpasti ciri-ciri yang khusus untuk pemantauan dan kawalan projek. Walaupun JKR telah melaksanakan pemantauan dan kawalan projek menggunakan perisian yang berkaitan dalam projek mereka tetapi pemantauan dan kawalan masih jauh dari hasil yang diharapkan. Fokus kajian ini adalah untuk mengenalpasti perisian pengurusan projek sebagai alat yang efektif untuk pemantauan dan kawalan projek di JKR dan khusus pada perisian Microsoft Project. Ini adalah kerana peratusan pengguna perisian ini lebih tinggi berbanding perisian lain di JKR. Skop kajian adalah mengenalpasti aspek dari ciri-ciri penting dalam perisian yang berkaitan dengan pemantauan dan kawalan projek di JKR. Ia juga merangkumi kajian keberkesanan ciri-ciri tersebut yang terdapat di dalam Microsoft Office Project khas untuk pemantauan projek dan kawalan, dan seterusnya mencadangkan kaedah berkesan untuk amalan JKR. Maklumat dikumpulkan dengan menggunakan kaedah pendekatan campuran termasuk carian dokumen, wawancara pakar-panel dan tinjauan kaji selidik untuk menilai amalan semasa pengurusan projek. Data-data yang dikumpulkan dianalisa menggunakan perisian Statistic Package for Social Science (SPSS) dengan analisa dilakukan pada analisa kekerapan, indeks purata dan Kruskal Wallis. Kesimpulan dari kajian ini, adalah mendapati kecekapan pengguna hanya kelas "Baik" dan memerlukan peningkatan terhadap pengetahuan mengenai perisian ini. Keputusan kajian ini juga membolehkan pihak JKR membuat strategi pemantauan dan kawalan projek dan kualiti produk dan perkhidmatan yang diberikan kepada pelanggan dan ianya akan mencapai tahap kepuasan yang diharapkan.